

COOCVE Council of Area Chairs Meeting  
– February 11, 2009

The meeting was called to order at 9:30 a.m. by Chairman Joe Rubino. The roll was called and areas not represented were Ellesmere, Harwood, Markham and Richmond. Also in attendance were representatives of Seacrest.

Chairman Rubino reminded everyone that a committee would be formed to unify the procedures by which the areas elect their Area Chairperson and hold their meetings. Previously, Dan Glickman had volunteered to head the committee. Chairman Rubino suggested that the committee report to the Council which would then submit its proposal to the Executive Committee, then the COOCVE Bylaws Committee and after publication in the *Reporter*, to the COOCVE BOD for approval to amend the COOCVE Bylaws.

Hyman Shoub of Cambridge noted that whereas the COOCVE Bylaws require that unit owners elect the Area Chair, Robert's Rules says that the election must be by a majority – which for Cambridge would require the votes of at least 281 of the 560 units. Also, there is no provision in the COOCVE Bylaws for a Vice Chair. Mr. Shoub made a motion that the Council of Area Chairs recommend to the Bylaws Committee the proposed amendment to Article 9.1, as stated in his handout. The motion failed. Chairman Rubino suggested that Mr. Shoub join the committee where his ideas would be considered.

In the absence of a Secretary, Chairman Rubino requested that Jeff Chester conduct the election for Council Officers. Jeff read Article IX of the COOCVE Bylaws and then asked for nominations for the office of Chair. Charles Parness nominated Joe Rubino. There being no other nominations, Joe Rubino was declared the winner. Charles Parness nominated Jack Kornfield for the position of Council Vice Chair. There being no other nominations, Jack Kornfield will serve as Vice Chair [Kornfield resigned later in the meeting and the position was assumed by Joe Sachs]. There were no nominations for secretary so the responsibility to provide minutes falls to the Chair. No treasurer was necessary as there are no funds involved.

Chairman Rubino reminded everyone that it was necessary for each association to provide COOCVE with a list naming their Association Directors, Association Officers and COOCVE Directors and Alternates, along with their addresses, phone numbers and, where possible, email addresses. Every area chair should receive a copy for every association in their respective areas. Area Chairs should take the opportunity to ask the COOCVE Directors attending the BOD meeting on Tuesday to make sure the forms are filled in and returned to the office. Copies of the COOCVE Executive Committee meeting minutes will be made available as soon as they are released and prior to the next month's meeting. Copies of that meeting (held two days earlier) were distributed.

Charles Parness stated that 170 associations have turned in the forms, and he distributed a list to area chairs who had associations which had not complied. Dan Glickman asked if elections could be held every other year. Anthony D'Amato of Seacrest answered that the association documents are controlling.

Mr. D'Amato addressed the matter of irrigation. Master Management will be provided a schedule of when the following areas will have their pumps turned on, by February 16: Westbury, Cambridge, Oakridge, Harwood, Farnham, Richmond, Ellesmere, East Gate and Main Gate. Following suit will be Durham, Grantham and Lyndhurst on February 20. East Coast will be provided with a schedule of when the pumps will be on. He went on to say that if things go on as they have, it should be another month before all areas are scheduled.

Currently, the only time areas are watered is when it is necessary to energize the system in order to make repairs; the schedule of watering is only for those areas where repairs to the entire section have been accomplished. Schedules will reflect the two days per week that the area pumps will be on, and at what time, so that all buildings, regardless of who their landscaping is done by will know when water is available. Charles Parness added that there should be one company, Master Management, in charge of all irrigation.

Berkshire's Naomi Redisch asked if buildings who are not managed by Seacrest are treated the same as those who are. Mr. D'Amato said that many associations did not realize how much work was involved in managing their own

buildings and that with regard to irrigation, Seacrest is currently making repairs to the entire system before it will give out any estimates for improving or customizing parts of the system to suit the individual associations.

Phillip Norris of Keswick stated that a resident of Keswick is using a key to turn on the valves; Mr. D'Amato said that this should not be done as it interferes with the process of determining where repairs need to be made. Mr. Norris stated that he does not want to confront the person as they are aggressive, but that anyone who is seen attempting to operate any part of the irrigation system should be reported to Master Management

Master Management is installing locks on the pumps to prevent unauthorized use. A consultant for Master Management is currently assessing the condition of the system at Master Management's expense. Dan Glickman asked if it was correct that Seacrest is responsible for making the pumps operational, under its contract with Master Management, and that the companies contracted by the associations are responsible for turning on the valves when the pumps are running, as per the schedule. Dan also asked what associations who have no management company are supposed to do.

Donna Capobianco, President of Master Management, stated there are some buildings who have neither Seacrest nor East Coast. Mr. D'Amato stated that any company would have to follow the schedule supplied by Master Management. Stanley Rosenholtz of Newport asked why Newport was not on the schedule yet. He was told that Seacrest is working its way through the Village and would be updating schedules as the repairs are completed. Mr. D'Amato reminded everyone that the system was turned over to them in this condition and that Seacrest is not responsible for its present condition but only for making the repairs necessary to make it operational.

Basil Hales of Tilford remarked that if there are multiple companies doing work in the Village, we could have a security issue and that there might be companies who are not licensed or bonded doing work. Mr. D'Amato stated that companies do require licenses to operate. Joe Rubino stated that it is up to the associations, not COOCVE, to make sure their companies are properly licensed

and bonded. Until Master Management finalizes its plans, the system will remain a manually-operated system. Jeff Chester noted that Seacrest workers can be recognized by their uniforms but he has seen no workers identified as East Coast workers. Norm Kaplan of Farnham said that East Coast workers wear a tee shirt, a red hat and their landscape truck has a sign on it.

Rhonda Pitone asked if Seacrest is aware of a hole being dug behind Newport L with flags around it. Mr. D'Amato said he was not aware of work being done there but would look into it.

Jack Kornfield expressed a concern about mowing. He stated that the grass should be cut to no less than four inches and that Seacrest was cutting it shorter. Mr. D'Amato stated that the cutters are calibrated and that they are set to four inches as recommended by the University of Florida. Jack made a motion to require Seacrest to follow the recommendations of the University of Florida. There was no second to the motion. Jack asked for the floor on a matter of personal privilege which the Chair refused. Jack Kornfield then announced his resignation as Vice Chair of the Council.

Hy Shoub asked that a flyer he picked up at a real estate office entitled, *Instructions for New Sales*, be distributed to all buildings.

Naomi Redisch of Berkshire asked about the elevator maintenance contract. Mr. D'Amato advised her that Seacrest pays for the maintenance contract out of the monthly charge but that Seacrest has nothing to do with making repairs or correcting violations, except for buildings that have a Management Agreement with Seacrest. In that case, the Association Board of Directors can ask the Manager of the Building to assist them in finding companies capable of doing the repairs or correcting the violations – that is part of what paying extra for management services is about. The current contract is for maintenance, not repairs or updating.

Norm Kaplan of Farnham made a motion to have East Coast attend the Council of Area Chairs Meetings. The motion was seconded. The question was asked whether any or all companies, who worked in the Village should be invited. Hy Shoub stated that there are 17 associations currently using East Coast. Dan

Glickman asked that the procedure of having service providers attend be addressed before the vote is taken.

Joe Rubino stated that the reason Seacrest was participating was because they were chosen by the COOCVE Board of Directors as the recommended service provider and that the Council, being a part of COOCVE, was obligated to deal with questions concerning Seacrest's work in the Village.

Joe asked if one manager gets one building, does he get to sit at the table?

Charles Parness stated that the Council acts as a liaison between the associations and other entities serving the Village and that originally it dealt with contractors. It then went on to become the Century Maintenance Meeting instead of with all contractors. He said that he believed that any contractor should be able to attend in order to answer questions from residents and that he, therefore, supported the motion.

Jeff Chester stated that the COOCVE Bylaws were adopted when there was only one management company, Encore, and that it was a response to problems with the appliance service contracts through Encore. He went on to say that COOCVE was very involved in asserting the terms of those appliance contracts but there was never the same control once multiple vendors like Pride, ECM, Century Service and Joseph's began to offer competing packages. Additionally, no company could be compelled to attend these meetings though the Board of Directors of COOCVE, having voted to recommend Seacrest would seem to have some obligation to aid the associations in enforcing the contract adopted by the Contract Committee and approved by the Board.

The Council may not be aware that there have always been other managers working in the Village such as A.J. Wallace and Bill Dellinger, above and beyond his employment by Century Maintenance, he said. Buildings that chose East Coast can meet with East Coast if they need to but this body, and COOCVE itself, have no obligation to the associations to provide feedback or oversight. The vote was taken and the motion was passed by a vote of 9 to 8. Joe Rubino

stated that he would give some thought as to how East Coast could be accommodated.

Bruce Gurse of Westbury nominated Joe Sachs to replace Jack Kornfield as Vice Chair of the Council. Joe Rubino stated that hearing no other nominations, Joe Sachs was elected.

Jules Kesselman said that he had heard that associations that did not use Seacrest were not being responded to, though he had heard other reports that Seacrest was in fact responding in a timely manner, regardless of whether they had retained Seacrest as the manager. Anthony D'Amato replied that all calls are logged in, and he would need specifics in order to investigate the allegations. Requests for service are treated the same, whether the association has chosen management services, or not, as long as the association has a contract with Seacrest. Associations with management services can have their issues addressed by their particular managers, but every issue relating to landscaping and janitorial are treated equally. Over 3,063 calls have been logged in since the first of the year; and the only way to follow up is by having the service ticket number.

Joe Sachs stated that the Ashby Area Meeting would be held on February 16 and that both companies had been invited, and he would report back to Joe Rubino how it went. He went on to say that the Village has never looked as clean as it does now. Charles Parness stated that some of the problems are a result of Century not giving Seacrest accurate information. Anthony D'Amato stated that additional employees are being brought in and that an accounting representative is on site every Thursday and meetings with individual associations are being held. Additionally, there is a full-time accounting rep at the local office. Additional phone reps have been hired, and there is now someone working on Saturday returning calls. People have to understand that a choice was made by the Association Boards whether or not to have Seacrest provide accounting and management services or save \$2 by doing it themselves. If buildings change their mind, Seacrest will work with them in the future. Seacrest provides sign-in sheets to the buildings; we do not provide schedules.

Basel Hales asked about having the laundry money picked up and deposited. Mr. D'Amato replied that it was not a service Seacrest provides but they were contacting their bank to see if some arrangement was possible for those associations requesting it. He went on to say that five weeks into the contract, Seacrest is getting feedback and making every attempt to improve service and rectify any problems. Dan Glickman said that he has submitted six work orders, via the internet, and has had no problems with getting the work done. He said it is a very simple matter to keep track of the requests, when they were ordered and when they were completed. He recommended everyone try working via the web rather than by phone.

Anthony D'Amato introduced Andy Jones, CFO for Seacrest, and Dennis who heads the Maintenance Department in CVE. Mr. Jones said that Seacrest welcomes the competition and that it only helps to make the Village better; that it is up to the associations to decide who does a better job and that Seacrest will always do the best job it can and let you be the judge.

Jeff Chester asked whether the issues concerning transfers (sales and rentals) had been worked out between Master Management, the ID office and Seacrest. Mr. D'Amato said they had. Jeff asked that the associations be given copies of all the forms and instructions as to what is required, regardless of who their management company is and that the procedures be printed in the *Reporter*. Steve Fine stated that it would be nice for that to happen in a "perfect world" but that some real estate agents run by their own rules or try to get around existing rules. He will make an effort to put something in the *Reporter*. Joe Sachs requested of Steve Fine that all forms associated with passes be made available through COOCVE rather than through the management companies, as was the case when Century Maintenance was in the Village.

Steve Fine reminded everyone that there is a COOCVE Board of Directors' Meeting on Tuesday, February 17 at 9:30 a.m. in the Party Room. He reminded everyone that the Florida Council on Human Relations requires every association, claiming to be housing for older persons, must pay a \$20 fee immediately or risk losing their designation. Fine went on to remind associations

who signed with National Group Disaster Mitigation Services that those contracts automatically renew, and they need to decide whether to continue the coverage. Notice must be made 60 days prior to the expiration or the contract automatically renews for another five years.

Associations who want to renew their agreements with Mark Bogen need to do so. Next, all non-profit corporations in Florida must file with the Secretary of State. The filing lists the names of the members of the Board, the Officers and the name of the Registered Agent. The cost is \$61.25. Previously, this was handled by Century Maintenance and \$20 of the cost was absorbed by them and the balance charged to the building's account. The fee is not being absorbed by Seacrest, and buildings using East Coast should check with them. Buildings with Seacrest managers should consult with them. Information can be obtained by going to [www.sunbiz.org](http://www.sunbiz.org) on the internet.

Jeff Chester explained that all corporations are required to name a registered agent where legal process can be served. Since most associations do not have an office address, it was convenient to name COOCVE as the Registered Agent. Master Management is the Registered Agent for COOCVE. The only purpose of a Registered Agent is for service of process. There are no other powers that are conferred by naming someone as Registered Agent. Unfortunately in the past, process was served on COOCVE but whoever received it never bothered to tell the named association. COOCVE must understand its obligations if it chooses to serve.

Joe Rubino stated that he understands Seacrest is willing to serve as Registered Agent and that Seacrest will do the filing if it is hired as a manager, but not pay the \$61.25 for the filing. Joe went on to say that COOCVE/Master Management have an obligation to contact the association and not just put the mail in the Area Chair's box. He said that the Area Chairs are not mailmen. He went on to say that buildings need to decide who their Registered Agent will be, put aside the \$61.25 in their budget and either file for themselves or have their managers do it. "We have a management company, let's use them! By having the management company take care of the details of running an association

means less work for me (Joe) as president of my building, area chair and chairman of the council – and the same if true for me should be true for all of you. Whatever the future may bring, for now, we have to make sure the forms get filed.”

Responding to Dan Glickman, Steve Fine stated that COOCVE is presently the Registered Agent and will remain so until notified by an association of any changes.

Donna Capobianco, President of Master Management, reminded everyone that there will be a Master Management Board of Directors meeting on Thursday in the Activity Center.

The sign project should be completed by the end of next week, at which time corrections will be made. Irrigation is moving forward. Most associations have come in concerning the Florida Commission on Human Relations. Using the current lists, we call each officer in order to notify them. Philip Norris requested signage for Keswick. He could not understand why the existing sign was removed before the new sign was ready.

Stanley Rosenholtz asked why the wall between CVE and Quiet Waters Industrial Park has not been cleaned. Donna responded that all Master Management can do is complain since the wall, the irrigation and the plantings are their responsibility and it was a ‘lousy’ situation, where all we can do is complain and hope they react. There are no documents covering the issue.

The question of why the #6 minibus couldn’t also be added for the West Route, as it is the shortest in the Village, was asked. Donna responded that we are a month into this and will fine tune the system. Jack Kornfield, as head of the Transportation Committee, will address some of these issues at the Master Management Meeting.

Donna went on to say that there is a trade off between what is desired and what the Village is willing to pay and that Master Management will do the best it can given that. they will provide the administrative support to help COOCVE with the corporate filing and the 55+ registration as part of the services due them

under the rental agreement. The administrative personnel work for Master Management but they serve COOCVE.

Nancy Giordano, Chair of the COOCVE Recreation Committee, said that the drain covers required under Federal and Florida law should be in by the end of March, and it will not be necessary to drain the pools. The Rec Committee is currently in the process of hiring an architect to redesign the Ladies Locker Room in the Clubhouse. The Markham Pool House is awaiting final inspection by the city and should be open shortly. The fence at the Grantham Pool is being installed, and all the plumbing is done. The delays associated with permits and inspections were unexpected but we did learn that projects must be started as early as possible. The Markham Pool looks great and everyone should ride over and take a look at it.

Jeff Chester asked about the idea floated at the Rec meeting about shifting users of Clubhouse rooms to the Activity Center. He reminded Nancy that, according to 718, recreational facilities associated with condominiums must be available for peaceful assembly by the members and that the needs of the unit owners and associations have a priority over clubs and entertainment. Furthermore, the Clubhouse rooms are underutilized at the present time, and the fault lies with the Staff Office. He went on to say that he knew this as past Chairman of the Recreation Committee and that the problems include Channels 98 and 99, incorrect scheduling and improper allocation of resources. As for Master Management, he continued, we are all members of MM and pay for these facilities through our monthly checks. He said there is no reason why we should be charged to meet in the Activity Center. Donna Capobianco replied that the issues concerning use of the Activity Center and Le Club will be addressed on Thursday.

Charles Parness brought up the issue of valuables being stolen while people exercise is because there is no place to lock them up. Nancy replied that the issue would be addressed with the architect. A question was also raised as to whether a fan and lights could be installed in the satellite pool canopies. Nancy

stated that all the other Villages have this, and it would be nice if people could use the areas after sunset for playing cards or just sitting.

Another question was about changes to the wording on the back of the ID which had been tabled at the Rec meeting. No further information was available. A question was asked regarding people whose units are in foreclosure but are still using the Rec facilities. Nancy replied that Rec does not have a list of units in foreclosure, but it was something she was aware of and needs to be addressed. Steve Fine asked if there is anyone who wished to submit their name to be on any of the COOCVE Standing Committees.

A motion was made to adjourn and was passed.

Respectfully submitted,  
Joe Rubino, Chairman